

PATENT  
Attorney Docket No.: NUASI-00101



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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	)	Group Art Unit: 2661
Carl Schoeneberger et al.	)	Examiner:
Serial No.: 10/632,615	)	<b><u>SUPPLEMENTAL INFORMATION</u></b>
Filed: July 31, 2003	)	<b><u>DISCLOSURE STATEMENT</u></b>
For: <b>CONTACT CENTER ARCHITECTURE</b>	)	162 N. Wolfe Road Sunnyvale, CA 94086 (408) 530-9700

\_\_\_\_\_  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citations listed below, copies attached, may be material to the examination of the above-identified application, and are therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make these citations of official record in this application.

Applicants have become aware of the following printed publications which may be material to the examination of this application:

- U.S. Patent No. 5,282,243;
- U.S. Patent No. 6,188,673 B1; and
- U.S. Patent No. 6,639,982 B1.

This Supplemental Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 6-25-04

By:   
Thomas B. Haverstock  
Reg. No.: 32,571

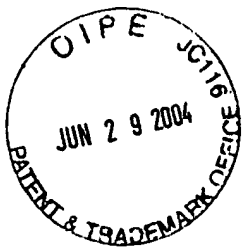
Attorneys for Applicants

CERTIFICATE OF MAILING (37 CFR § 1.8(a))

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLP.

Date: 6-25-04 By: 



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Carl Schoeneberger et al.	)	Examiner:
Serial No.: 10/632,615	)	<b><u>CERTIFICATION FOR</u></b>
Filed: July 31, 2003	)	<b><u>SUPPLEMENTAL INFORMATION</u></b>
For: <b>CONTACT CENTER</b>	)	<b><u>DISCLOSURE STATEMENT UNDER 37</u></b>
<b>ARCHITECTURE</b>	)	<b><u>CFR § 1.97(e)</u></b>
		162 North Wolfe Road
		Sunnyvale, CA 94086
		(408) 530-9700

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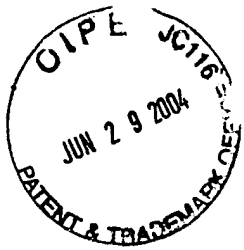
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

This certification is being made for the Supplemental Information Disclosure Statement accompanying this certification.

**Certification**

I, the person signing below, hereby certify that the printed publications contained in the enclosed supplemental information disclosure statement were cited within a Official Action mailed on June 10, 2004. **Accordingly, I hereby certify that no reference contained within this supplemental information disclosure statement was cited in a communication from a foreign patent office in a related foreign application, and, to the knowledge of the person signing the statement, after making reasonable inquiry, no reference contained within this supplemental information disclosure statement was known to any individual designated in §1.56(c) more than three months prior to the filing of this supplemental information disclosure statement. 37 C.F.R. 1.97(e)(2)**



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Attorney Docket No.: NUASI-00101

### Identification of Person Making Certification

The person making this certification is the attorney who signs below on the basis of the information in the attorney's file.

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 6-25-04

By: Thomas B. Haverstock  
Thomas B. Haverstock  
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Attorneys for Applicants

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HAVERSTOCK & OWENS LLP.  
Date: 6-25-04 By: [Signature]

FORM PTO-1449  
(Modified)

JUN 29 2004

U.S. Department of Commerce  
Patent and Trademark Office

Attorney Docket No.: NUASI-00101

Serial No.: 10/632,615

INFORMATION DISCLOSURE STATEMENT BY APPLICANT  
(Use Several Sheets If Necessary)

Applicants: Carl Schoeneberger et al.

(37 CFR § 1.98(b))

Filing Date: July 31, 2003

Group Art Unit: 2661

## U.S. PATENT DOCUMENTS

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
	AA	5,282,243	01/25/94	Dabbaghi et al.	379	201	11/06/92
	AB	6,188,673 B1	02/13/01	Bauer et al.	370	252	09/02/97
	AC	6,639,982 B1	10/28/03	Stuart et al.	379	266.03	08/10/00
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						
	AN						
	AO						

## FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS

		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
	AP							
	AQ							
	AR							
	AS							
	AT							

## OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)

	AU	
	AV	
	AW	
	AX	
	AY	
	AZ	
	BA	
	BB	
	BC	

Examiner:

Date Considered:

EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.